



National
Capital
FreeNet

Libertel
de la Capitale
Nationale

HIRING
Bilingual Help Desk Analyst
Ottawa, ON

Application deadline: Wednesday, August 19th at midnight ET.

Term: We are looking for full-time, part-time and short-term contract positions through the Canada Summer Jobs program, which runs until February/21

Office hours: Monday-Saturday: 10:00am-5:00pm
Some mornings and evening also possible
\$18.00/hour

Details:

National Capital FreeNet (NCF) is a local, not-for-profit alternative to commercial internet service providers. Since 1992 we have served more than 100,000 members.

We believe that everyone in Canada's National Capital Region should have access to the internet, meaning they can afford a high-quality connection, understand how to use it, and feel safe online. As a social enterprise, we work to fill this gap, investing in bandwidth and community services, keeping prices as low as we can while staying sustainable.

We offer high speed DSL from 6mbps up to 50 mbps, free locally-hosted email, basic web hosting, skills workshops, and dial-up.

In 2016 we launched our Community Access Fund. The first project of the Fund is a low-cost unlimited usage internet package for Ottawa Community Housing tenants.

Our Help Desk provides walk-in and telephone support to our members for DSL, email, webhosting and dial-up services and as well as other technical and computer issues, as needed.

Tasks and Responsibilities:

- Assist members in resolution of internet and related technical issues
- Teach members how to set up and use internet services
- Provide detailed assistance and training to non-technical members
- Help prepare documentation and training materials
- Member outreach
- Help grow NCF membership
- Work with other staff and volunteers to promote the NCF mandate

Qualifications:

This position is for those who are fluently bilingual in English and French.

This is a technical position that requires either university or college-level education in computer science, computer engineering, and/or network, information and communications technology or an equivalent mix of education and experience.

Experience in community organizations is an asset.

Working environment:

This position will work in a team with staff and volunteers, but also on their own.

For full-time permanent positions, health and dental benefits are included as well as three weeks paid annual vacation.

How to apply: Please send CV and cover letter to careers@ncf.ca. PDF attachments are accepted. We encourage applications from under-represented communities. We thank everyone for applying however only those accepted for an interview will be contacted. No phone calls please.